



Communities of People Working Together

the state strategic plan:
2007-2010

North Carolina
Department of Health and Human Services

Division of Mental Health, Developmental
Disabilities and Substance Abuse Services

MISSION

North Carolina will provide people with, or at risk of, mental illness, developmental disabilities, and substance abuse problems and their families the necessary prevention, intervention, treatment services and supports they need to live successfully in communities of their choice.

GUIDING PRINCIPLES

- ❖ Participant-driven
- ❖ Community based
- ❖ Prevention focused
- ❖ Recovery and/or self-determination outcome oriented
- ❖ Reflect best treatment/support practices
- ❖ Cost effective

As a framework to put our mission and guiding principles into practice, the Division has created a 3 year Strategic Plan that focuses on five critical areas.

What is the Strategic Plan?

The State Strategic Plan provides a clear description of objectives that the Division wants to achieve and details strategies of how it intends to accomplish them. Ultimately it will provide a roadmap to a future where the needs of consumers and family members are better served.

What does the State Strategic Plan mean for consumers and their family members?

IN EVERY COMMUNITY	
Advocates	Support & services for people in crisis
LMEs & Local Govt.	Education, employment & leisure activities
Consumer & Family	Standardized services available across the state
Workforce & Professionals	High quality providers available where you live and work
State Government	Accessible & safe housing for all consumers

July 1, 2007



OBJECTIVE 1

Establish and support a stable and high quality provider system with an appropriate number and choice of providers of desired services.

Key Concepts

- Dependable providers with a stable staff.
- Consumers and family members are informed and supported in choosing a service provider that best meets their needs.
- Providers who use practices that have been proven to be most beneficial to consumers.
- Reliable and compassionate response to consumer and family members' needs.
- Consumers have assistance in obtaining and coordinating services.
- Providers to meet state and federal standards.
- Qualified providers help consumers develop a person-centered plan to meet his/her needs.

ACTION STEPS

Consumers and family members will take part in developing a person-centered plan focusing on the needs of the consumer.

Develop ways to better communicate with consumers and family members, such as "consumer-friendly" materials, brochures.

Provide technical assistance to providers and Local Management Entities to meet desired best practices.

Local Management Entities to hold providers accountable for their performance.

Provide training and technical assistance to providers to improve their services.



June 30, 2010



OBJECTIVE 2 Continue development of comprehensive crisis services.

Key Concepts

- Intervention provided by a “first responder” (Clinical Home) in the event of a crisis.
- Consumers and family members have a crisis prevention and intervention plan that meet their specific needs.
- Coordinated existing community, medical, public and safety response systems.
- State facilities, hospitals, (ADATCs) Alcohol and Drug Abuse Treatment Centers used only when less restrictive options are not appropriate or available.
- Natural supports used in the event of a crisis, such as family members, friends, church, etc.
- Effective preparation and response in the event of a disaster.

ACTION STEPS

Consumer and family members to participate in crisis planning at all levels of the system.

Local Management Entity to coordinate and implement individualized comprehensive crisis services, such as crisis plans, mobile crisis units, etc.

Train Local Management Entities in crisis stabilization/intervention strategies.

Local Management Entities to hold providers accountable for their performance.

Local Management Entity to monitor use of state facilities.

July 1, 2007

OBJECTIVE 3

Achieve more integrated and standardized processes and procedures in the MH/DD/SA services system.

Key Concepts

- Consumers have consistent access to services across the state.
- All Local Management Entities adopt standard processes and procedures.
- Consumers are encouraged to advocate for their needs and rights.
- Providers are accountable to the people they serve and to the Local Management Entities.
- Local Management Entities are accountable to consumers, to the county government, the Division, and to the state for oversight of the providers.
- Division is accountable for the use of public funds and successful outcomes for consumers.

ACTION STEPS

Provide materials to inform consumers and family members of standardized processes (i.e. Access to services, complaints/grievances, client rights, etc.)

Provide management of state-funded services.

Local Management Entity to work with providers to develop uniform practices to ensure consistent and high quality services.

Improve the coordination of care for consumers at high risk.

Use documentation and feedback to improve the service system.

Upgrade computer systems for sharing information.

Develop standardized process to monitor Local Management Entity functions.

June 30, 2010



OBJECTIVE 4 Improve consumer outcomes related to housing.

Key Concepts

- Housing is addressed in every consumer's person-centered plan.
- Secure housing that is affordable and that is matched with supportive services.
- Respect the housing preference of people with disabilities.
- Promote housing choice, self-sufficiency, and community integration.
- Keeping children in their home community.
- Working with and supporting the homeless.

ACTION STEPS

Involve consumers in helping to emphasize the importance of stable/secure housing.

Provide trainings, presentations, and workshops for consumers and family members to increase awareness about housing options.

Update and implement the Division's long term housing plan.

Develop strategies to make housing alternatives for specialized populations available.

Increase knowledge and skills of Local Management Entity housing specialists, so that they can assist providers and consumers in finding appropriate and permanent housing.



July 1, 2007



OBJECTIVE 5

Improve consumer outcomes related to education and employment.

Key Concepts

- Every person served by the public system deserves the opportunity for education, employment, and other meaningful daily activities based on individual needs and choices.
- Every person-centered plan includes education and employment activities.
- Consumers are supported to live successfully in the communities of their choice.
- Agencies and organizations work together to provide educational and employment opportunities for consumers.

ACTION STEPS

Consumers and family members are involved in promoting the importance of education and employment in self-determination and/or recovery.

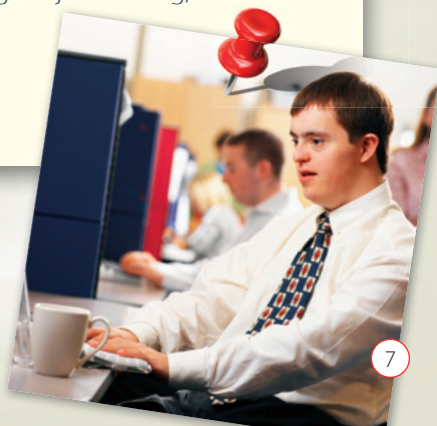
Develop and communicate guidance for Local Management Entity and providers about the importance of addressing education and employment in all person-centered plans.

Increase joint efforts with the Division of Vocational Rehabilitation regarding the benefit options while working, such as SSI, SSDI, Medicaid, etc.

Assist youth to move into jobs, engage in job training, or higher education.



June 30, 2010



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Who will participate in the plan?

Everybody. Partnership, collaboration, communication and meaningful dialogue are necessary among all levels of the system. Every person will be challenged to answer one key question?...What can I do to support and/or advance the success of the transformed MH/DD/SAS system.

How will we know that the plan has been successful?

Different measuring tools will be used to monitor the plan's progress and successes.

- ❖ Progress will be reported quarterly on the Division's web site and to the SCFAC, local CFAC, External Advisory Committee, Local Management Entities, etc.
- ❖ The positive outcomes for consumers and improvement in the quality of operations of the system will also be reported on an on-going basis.

The Division's State Strategic Plan can be seen at any local management entity or at the Division's web site: www.ncdhhs.gov/mhddsas/.

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